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March 19, 1963

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Enclosed are two copies of the form of service agreement which we are just beginning to offer to users [redacted]. The terms and conditions would seem quite appropriate with the exception that in view of your having a number of equipments installed, it would be necessary to think in terms of double time for each call, that is, two days instead of one and 8 emergency calls instead of 4.

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The cost of the contract would double accordingly [redacted] per month but, of course, there would be less than a corresponding increase in the travel and living expenses (which are charged at cost anyway).

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If I may touch on another subject in this same letter, I am advised that the order [redacted] for the Dataphone printout has been received [redacted] but the order for the four axes counter unit to go with it has not. This unit has already been built as the result of agreement reached in correspondence [redacted] and confirmed in the letter [redacted] of January 30, 1962.

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The Dataphone discussions were in progress during the time of manufacture of the counter and it was assumed that, when the order position on the Dataphone was received, the counter would automatically be covered. Since this did not happen, would you please take the matter up [redacted] and have the four axes counter unit order released also.

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I am advised that the Dataphone development work is proceeding and that there are no questions which require discussion with the customer at

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present. I am expecting to receive a progress report each month from now on for transmission to the customer and this should help to keep things straight. The supplying of these reports represents a change of scope but we do not propose to ask for a price increase.

Some delay has occurred due to the change of specification from a standard typewriter to a high speed Teleprinter which occurred after the quotation was submitted but every effort is being made to make up time. This change has made it necessary for us to go straight to the new selector unit design.

We do not anticipate that any problems necessitating clarification by the customer will come up in the immediate future. Areas where we thought, as mentioned in a previous letter, that some difficulty would arise have been clarified. We do expect that a visit in about three months time would be very useful.

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Sincerely yours,

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DGP:mr
Enclosures